

FIG. 1

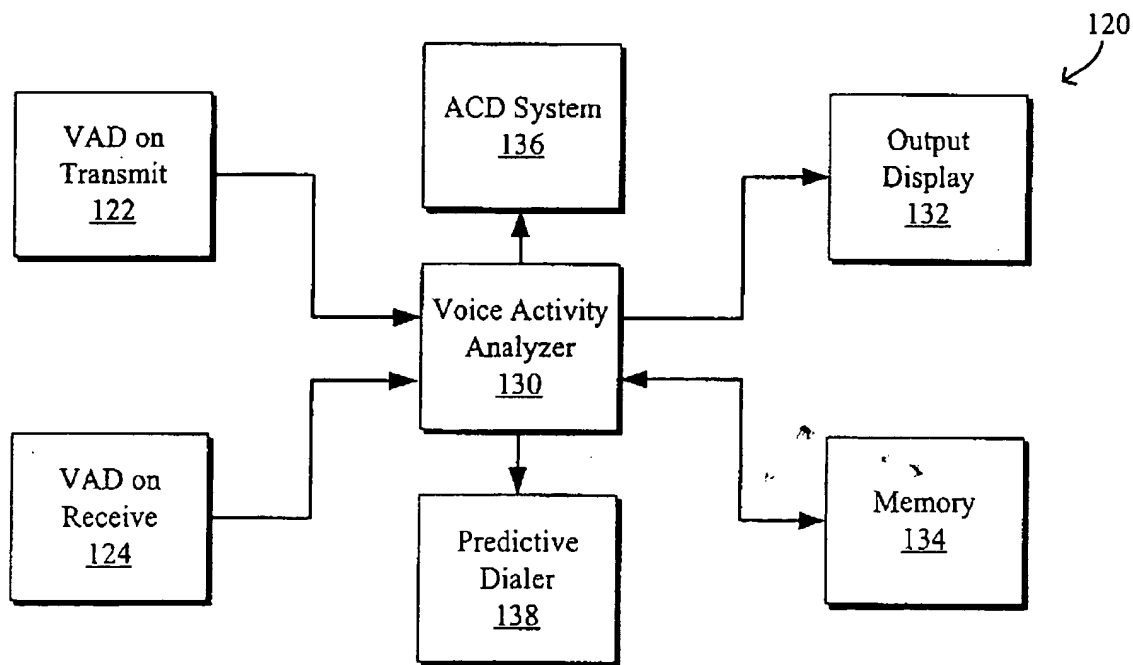


FIG. 2

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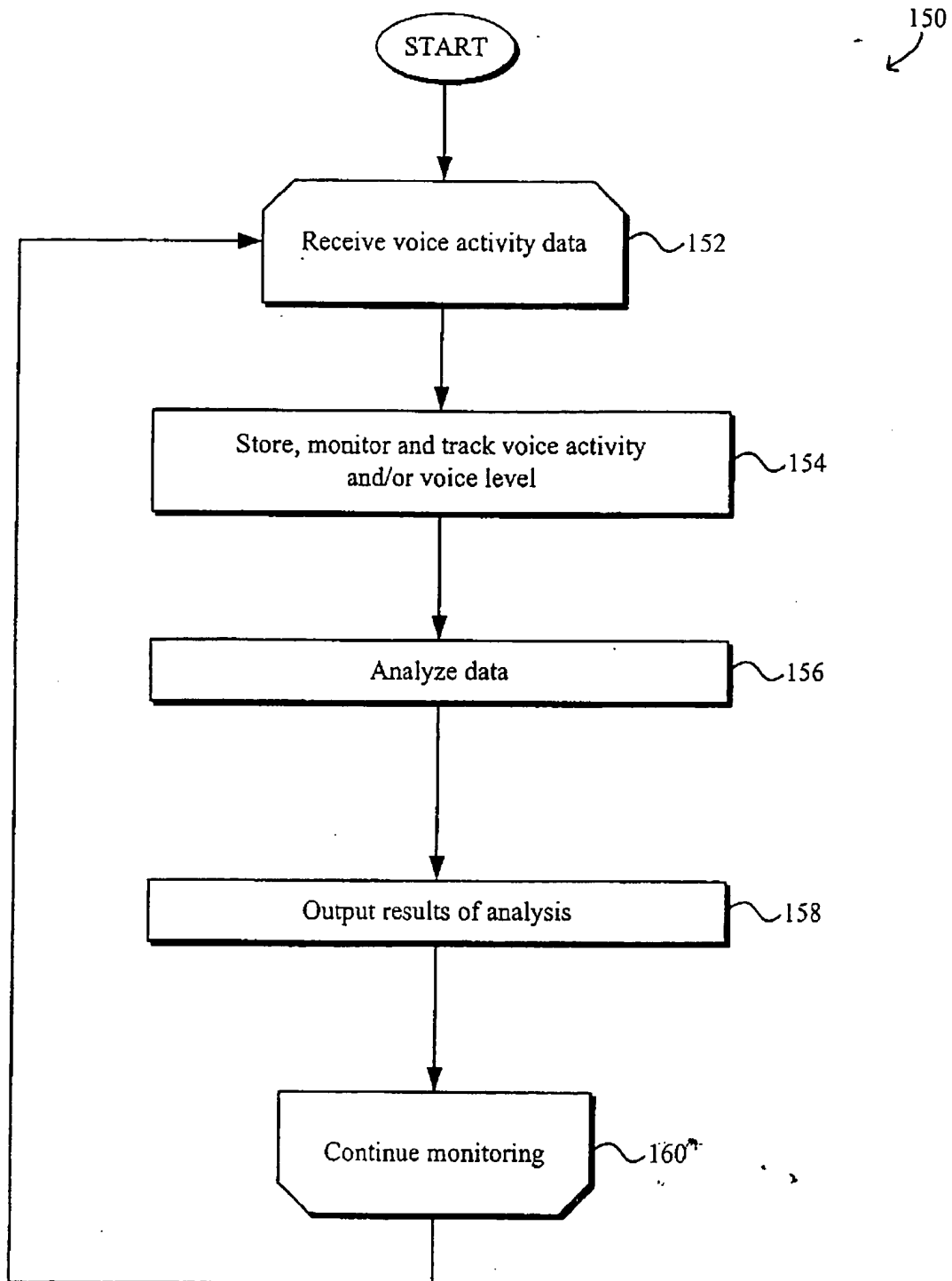


FIG. 3

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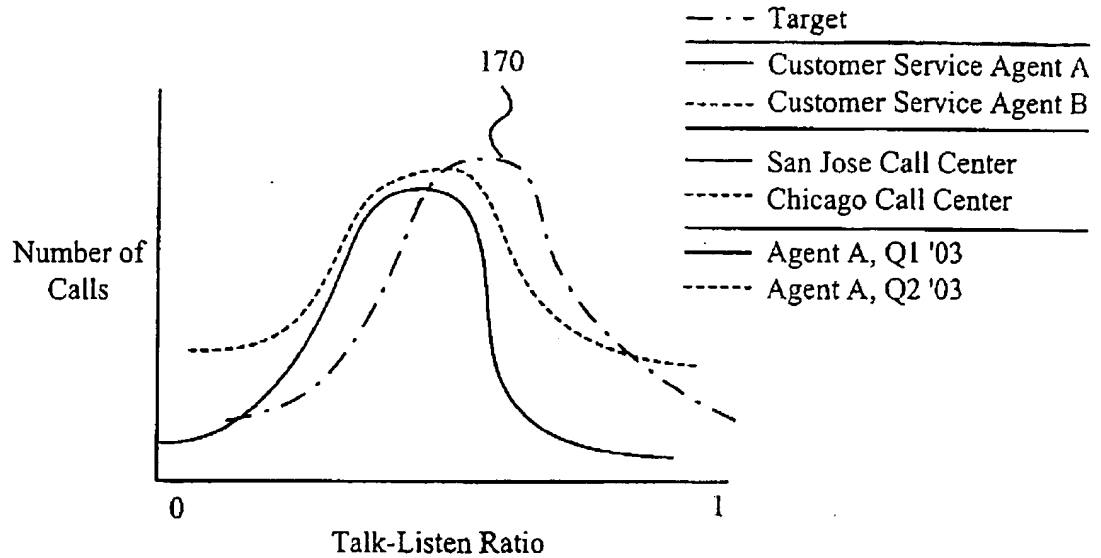


FIG. 4

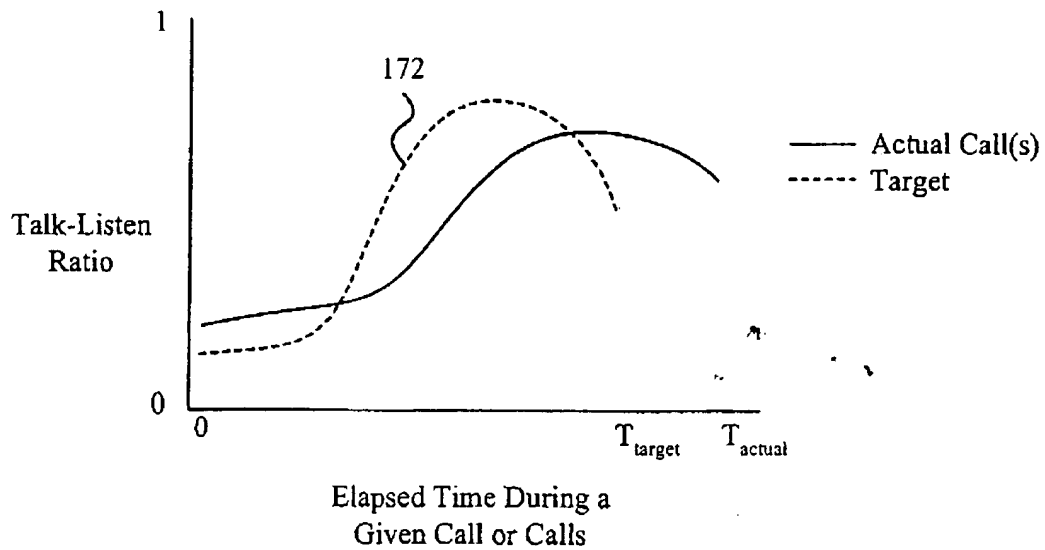


FIG. 5

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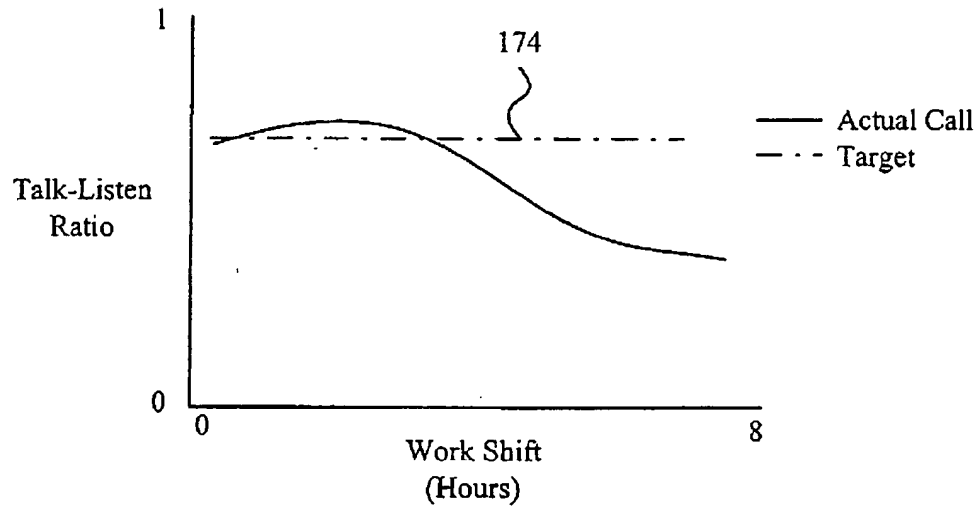


FIG. 6

Agent	Cumulative Talk Time (Current Shift)
John B.	3.9
Joe E.	3.0
Mary H.	2.5
Bob K.	1.8
Emily P.	0.2
MAX	4.0

FIG. 7

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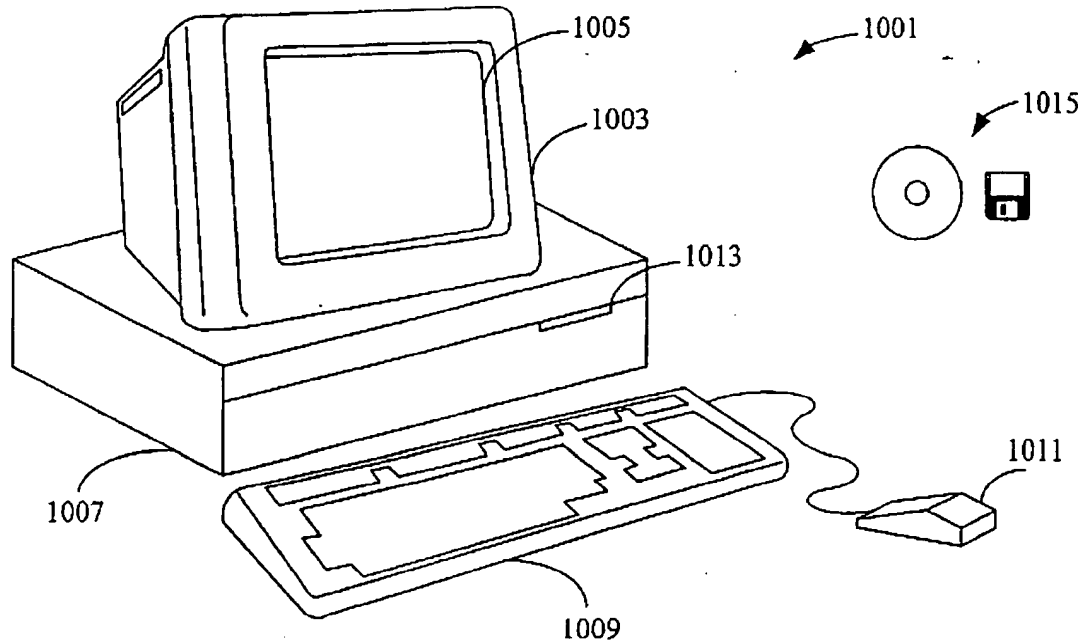


FIG. 8

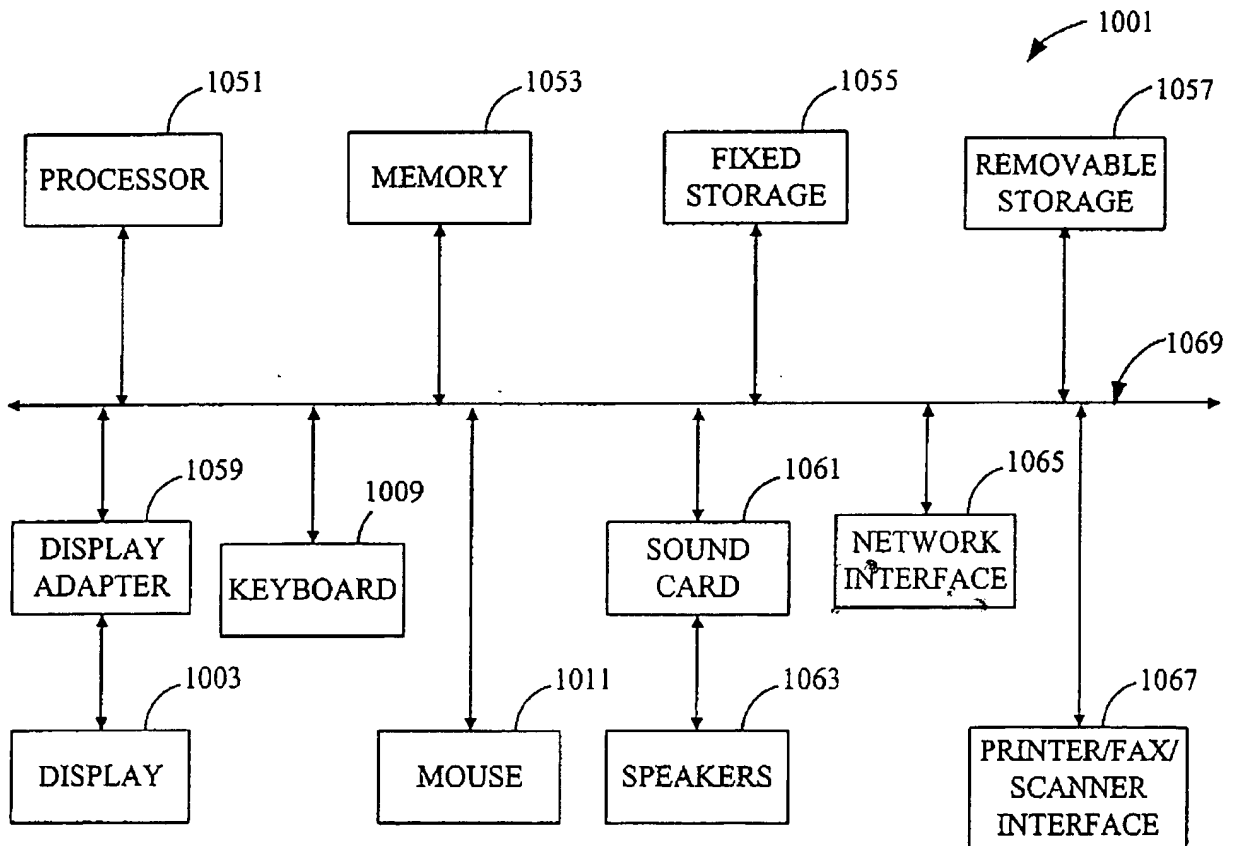


FIG. 9